



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHSM/SEM-5/HPM-504/2011-12**

**2011**

**ACCOMMODATION OPERATIONS**

*Time Allotted : 3 Hours*

*Full Marks : 70*

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :  $10 \times 1 = 10$ 
  - i) "Mister" is the other name of
    - a) spray gun
    - b) glue gun
    - c) spray bottle
    - d) none of these.
  - ii) Housemen generally do not work in
    - a) corridors
    - b) public areas
    - c) guest rooms
    - d) offices.
  - iii) The first-aid treatment for a minor burn is to
    - a) plunge into cold water
    - b) plunge into hot water
    - c) smear with fat or oil
    - d) cover with a water-proof dressing.



- iv) The most common fabric used in F & B Service is
- a) cotton
  - b) damask
  - c) silk
  - d) satin.
- v) Who of the following carries a Grandmaster key ?
- a) Room maid
  - b) Cleaner
  - c) Supervisor
  - d) Executive housekeeper
- vi) Ikebana means
- a) a principle of interior decoration
  - b) a type of fabric
  - c) flower arrangement
  - d) a type of room
- vii) A chamois leather is used for
- a) polishing wooden furniture
  - b) cleaning windows or mirrors
  - c) washing tiles
  - d) cleaning plastic
- viii) Generally a GRA is supposed to clean
- a) 25 rooms
  - b) 10 rooms
  - c) 14 rooms
  - d) 20 rooms.
- ix) Scrim is
- a) an abrasive powder
  - b) a loosely woven cleaning material
  - c) a cleaning agent
  - d) an insecticide.
- x) Bedspread is also called
- a) bed sheet
  - b) quilt cover
  - c) blanket
  - d) bed cover.



**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following.  $3 \times 5 = 15$

2. How should an Executive Housekeeper go about hiring a Contact Service ?
3. What do you mean by First Aid ? What are its principles ?
4. List the five types of emergencies faced by a hotel.
5. Give the difference between the Job Analysis and Job Description.
6. Define Budget. Write different types of Budget that a hotel usually follows.

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

7. What is an advantage and disadvantage of contract labour ?
8. Discuss the importance of budgeting in housekeeping. How does the Executive house keeper prepare operational budget of the department ?
9. As a Training Manager, chalk out a Training Programme for Room Attendant of your hotel.
10. Discuss the different types of Recruitment.
11. Discuss about fire prevention and fire fighting.

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